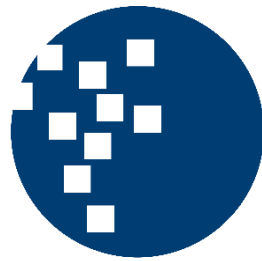


**FOOD PRODUCTION DEPARTMENT**

**IN MERCURE BSD CITY**

**Industrial Placement Report**

Submitted for partial fulfillment of the course curriculum



**UMN**  
UNIVERSITAS  
MULTIMEDIA  
NUSANTARA

Name : Ribka Nadya Stephanie  
Student ID : 00000026900  
Program : Hotel Operations  
Faculty : Business

**UNIVERSITAS MULTIMEDIA NUSANTARA**

**TANGERANG**

**2021**

**INDUSTRIAL PLACEMENT REPORT VALIDATION**  
**FOOD PRODUCTION DEPARTMENT IN**  
**MERCURE BSD CITY**

BY

Name : Ribka Nadya Stephanie  
Student ID : 00000026900  
Program : Hotel Operations  
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Tangerang, 14 June 2021

Advisor



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**NON – PLAGIARISM DECLARATION FORM**  
**FOOD PRODUCTION DEPARTMENT**  
**IN MERCURE BSD CITY**

Hereby I:

Name : Ribka Nadya Stephanie

Student ID 00000026900

Program : Hotel Operations

Who have conducted an industrial placement :

Hotel : Mercure BSD City

Hotel Address : Jl. Edutown CBD 55 kavling II no.8. 15345

Training period : 11 January 2021 - 11 July 2021

Advisor : Yoanita Alexandra, S.E, B.A, M.Par

Confirm that this report is my own work, not copied from any other person's work both published and unpublished. And has not previously submitted for assessment either at Universitas Multimedia Nusantara or elsewhere. Every Citation and quote from different sources has been mentioned at the bibliography part in this report. If one day, a fraud is found in the report or in the Industrial Placement, I accept to receive the sanction, which is failing in the industrial Placement subject.

Tangerang, 14 June 2021

Ribka Nadya Stephanie

0000002690

## ABSTRAKSI

Tujuan Utama dari kegiatan penempatan langsung di industri adalah untuk mengembangkan dan memperkuat kemampuan penulis khususnya dibidang *Food and Beverage Department*. \Dimulai dari 11 Januari 2021 sampai 11 Juli 2021, kegiatan ini diselenggarakan selama enam bulan di hotel Mercure BSD City. Program ini merupakan hal yang sangat penting bagi penulis dikarenakan dengan ini berbagai pengetahuan, pengalaman, dan kemampuan mampu didapat. Semua hal yang didapatkan ini akan sangat berguna dan berdampak bagi penulis untuk dikedepannya saat bekerja di industri secara langsung. Laporan berikut ini merupakan sebagian dari kebutuhan untuk kelulusan dan diharapkan dapat memberikan informasi mengenai kegiatan ini. Beberapa masalah dapat muncul selama berjalannya proses penempatan di industri secara langsung seperti misalnya keharusan untuk beradaptasi di lingkungan baru, mempelajari produk produk baru, dan juga proses pemahaman akan sistem yang belum pernah digunakan sebelumnya. Seluruh masalah yang ada ini dapat diatasi dengan memiliki pemikiran yang terbuka, hati yang mau terus belajar, dan selalu aktif untuk mau ebih mengerti akan hal-hal yang belum dimengerti. Laporan ini memiliki detail mengenai proses pembelajaran sepanjang proses penempatan di industri terutama dalam *Food Production / Kitchen Department* dari Januari 2021 sampai Juli 2021. Informasi ini dapat digunakan sebagai referensi dan perbandingan untuk pembelajaran dalam kurikulum kampus. Pengetahuan dan Ilmu yang baru ini diharapkan dapat membantu penulis dan pembaca mengembangkan kemampuan yang akan digunakan di Industri perhotelan dikedepannya.

*Kata Kunci: Penempatan di Industri, Magang, Food and Beverages Department, Kitchen Department, Hotel*

## **ABSTRACT**

The Objective of learning in this Industrial Placement is to enhance and strengthen the writer's skill especially in the Food and Beverages Department. Starting from 11 January 2021 until 11 July 2021, the internship program will be conducted for six months in Mercure BSD City. The Program has been very crucial for the writer because the writer gained knowledge, experience and skill from this Industrial placement. from all these things that were gained by the writer can be used later when they start working on the real industry. As a partial fulfillment for the course this report hopefully can give detailed information about the activities that were learned in Industrial Placement. Some Problems may occur during the whole journey such as adapting in a new environment, learning about new products and adapting to a new system. Those problems can be solved by having an open mind, always willing to learn, and be proactive when there are things that are hard to understand while learning in the Food and Beverages Product Department. This report contains the details of the learning process during this Industrial Placement. The documents show all the details of the learning process especially in the kitchen department from January 2021 until July 2021. This information can be a reference comparison for the other course curriculum in the campus. These new knowledge and experiences hopefully can help the writer to improve their skill that can be useful for them in the future in the real hospitality industry.

*Keywords: Industrial Placement, Internship, Food and Beverages Product Department, Kitchen Department, Hotel*

## **PREFACE**

The writer's efforts are just half apart from all the process of this Industrial Placement. There are so many great figures who take part giving encouragement, guidance and support in order to make this program go well. The writer wants to take this opportunity to express gratitude to the people who are crucial in the completion process of this whole program. First and foremost, the writer wants to raise gratitude to the exalted God in the Highest who gave blessings and wisdom to the writer for this Industrial Placement so it could go in a great manner. The writer's family members also take a big part in this industrial placement by giving their constant love, care, and support. The writer couldn't be more grateful to have such a supporting family during this industrial placement program.

Greatest gratitude would like to be given to Mr. Surya Agus as the Executive Sous Chef and the writer's supervisor in the Food and beverages production department, Mr. Gustaf Widiyanto as the Junior Sous Chef. Mr. Lili Hambali as the Chef de Partie. who gives the writer the opportunity to learn about so many things and for always nurturing the writer with patience. The writer also wants to thank Ms. Devi Yusrina Wulandari as the Talent and Culture coordinator (HR Department) for her help along the way. Not to mention to all seniors, fellow trainees and the others that taught, guided and helped the writer along the process of industrial placement.

The writer would like to give their pronounced appreciation to Ms. Yoanita Alexandra as the writer's advisor who always helped the writer right from the beginning of this process even before the industrial placement started. Mr. Oqke Prawira, as the head of Hotel Operations Program and also Kitchen class lecturer. Mr. Anton Harianto as the kitchen class lecturer, and all of the lecturers of the Hotel Operations program at Universitas Multimedia Nusantara for their tremendous support, guide and motivation since the very first step until the end process of this journey. For the classmates whose formal discussion in class or informal discussion can be guidance for the entire duration of the classes the writer would like to give a great thanks as well. The writer hopes that this report can be useful for the writer's junior at the Universitas Multimedia Nusantara, Hotel Operation Program. May this report bring understanding about training in the Food and Beverages Product department by reading this industrial placement report.

**Ribka Nadya Stephanie**

00000026900

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